



# Cloud Parental Control & Access Management

With SafeDNS a Middle Eastern telecom operator met home users' demand for an efficient parental control and found just the right solution for corporate customers to manage web access



## ORGANIZATION OVERVIEW

A Middle Eastern national telecom operator of fixed internet

## LOCATION

Middle East

## CHALLENGE

To find a single solution to offer customers a parental control service and the one for access management in corporate environment

## SOLUTION

SafeDNS cloud service with open API for content filtering, managing web access & parental control

## DURATION

Stage 1 – 4 months to launch

Stage 2 – a month to launch

## IMPACT

The telecom operator enlarged its range of products and services, got more satisfied customers, increased its revenue and end users' safety online

## THE PROBLEM

Is it possible to introduce a parental control service and the one for business to manage web access with a single solution?

To meet residential users' demand the telecom operator needed a parental control system. An access management service for corporate customers was also necessary.

Besides, the operator was looking for ways to efficiently block dangerous websites and ones with adult content.

## THE SOLUTION

The SafeDNS cloud-based service for filtering the internet was just the right solution for the tasks in question.

Of all the SafeDNS products and services for web content filtering and online safety, the cloud service was considered the most suitable one to achieve this telecom operator's aims. The implementation process was carried out in two stages.

### Stage 1

To launch the parental control service the telecom operator's team of developers integrated its accounting system with the SafeDNS cloud via SafeDNS Subscription API for enabling and managing user accounts of the parental control service.

Based on the SafeDNS solution for MSPs a new portal with the operator's brand was launched then to allow

its parental control users to manage the service.

To make the branded portal especially user friendly additional modifications were made. First and foremost the portal was translated in Arabic. Also a number of settings was hidden and blocked to make configuring the parental control service very easy.

### Stage 2

SafeDNS was deployed to provide corporate customers with an access management service. Another branded portal was launched – this one for business users – with the full range of the filtering settings, all the advanced features and options offered by SafeDNS.

Detailed instructions for setting up and fine tuning the web content filtering service were compiled for network administrators of operator's customers. A separate set of instructions was offered to prevent bypassing the filter.

## THE RESULTS

The SafeDNS cloud service did the job of protecting the operator's customers the way it envisioned.

Once the SafeDNS web filtering service was fully deployed both for business and residential users, they enjoyed an efficient system for managing access to the internet and defining what content is allowed or blocked for employees going online from corporate networks and children surfing the web from home.

The telecom operator achieved its primary goal - to get additional revenue by charging a fee for the new services both of which became very popular with customers#

Besides, the operator got an opportunity to filter out botnets, malware and phishing resources increasing all end users safety on the internet.